

FY2008 in Review

The Grants.gov Program Management Office partnered with Grantor Agencies and concentrated on system adoption, utilization and customer satisfaction.

During FY2008 Grants.gov continued the transition from the use of PureEdge to Adobe Reader forms. This transition has taken a great deal of effort between the Grants.gov Program Management Office (PMO) and Grantor Agencies. FY2008 grant submissions totaled 202,366 which was a 12 percent increase over FY2007 submissions 180,659.

 Received largest number of submissions (2,704) on a single day) March 5, 2008 Contact Center largest call volume (1,187 calls) July 8, 2008 Began a series of system upgrades to improve functionality August 15, 2008

 Conduct Systems Operations and Maintenance **Ongoing**

System Growth and Accomplishments

and reliability

- September 2008 Utilization Goals Met: September 22, 2008, Grants.gov received the 200,000th electronic grant application submission for Fiscal Year 2008. During the same period of Fiscal Year 2007, Grants.gov received 172,058 submissions. 2008 reflects a 16 percent increase over that time period.
 - --- Agencies Succeed in Meeting 75% Goal: Agencies continued to post 100 percent of their discretionary funding opportunities on Grants.gov. OMB set goals for grant-making agencies.
 - --- Contact Center Call Volume Increase: The Contact Center is the Grants.gov helpdesk for the applicant community. Throughout Fiscal Year 2008, the Contact Center worked diligently to handle a total of 222,278 customer inquiries, a 1.1 percent increase over Fiscal Year 2007. The call volume peaked in July with 18,704 calls.
 - --- Grants.gov Community Outreach: Throughout the year, Grants.gov attends and hosts sessions directly relating to the Find and Apply process for federal grants. In Fiscal Year 2008 Grants.gov held 67 interactive presentations for the grant community. These included 13 Congressional sessions.
 - --- Future System Architecture: An official Request for Information (RFI) was made available on September 2, 2008 to vendors interested and capable of accomplishing such a large undertaking as that which is to move Grants.gov to a Cloud Computing Environment.
 - --- Transition to Adobe Over 80% Complete: As of September 30, 2008, 21 of the 26 grant-making agencies have completed the transition to Adobe. The remaining five agencies are working with the Grants.gov Program Management Office (PMO) to set a schedule which accommodates these agencies' specific needs for the transition. All agencies are scheduled to be using the Adobe System by January 31, 2009.
 - --- Troubleshooting Tips Webpage: September 22, 2008, the Troubleshooting Tips page was created to provide online help with technical issues for common troubleshooting issues such as verifying your Authorized Organization Representative (AOR) status, login for E-Business Point of Contact (E-Biz POC) and accessing search results. These troubleshooting tips can help applicants quickly resolve technical issues. http://www.grants.gov/help/trouble_tips.jsp.

- updates on everything grants, from system functionality, meeting announcements, new grant opportunities and media responses, to new forms. http://grants-gov.blogspot.com/
 - improved search capability and more consistent screen views and labeling. RSS Feed http://www.grants.gov/help/rss.jsp, S2S Web Services was also provided.
 - --- Applicant Enhancements System Build 2008-02: http://grantsgov.tmp.com/static2007/assets/SystemEnhancements2008-02A.pdf



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--- Speed & Reliability Upgrade: August 15, 2008, Grants.gov began the speed and reliability system upgrade to improve stability, virtualization support, integration, and online forms capabilities to enhance the user experience. The upgrade entails adding the latest software and hardware in a phased approach. During the upgrade two new T-1000 servers were added to the production system. Once the upgrade is complete the entire system will run faster and work more efficiently.

- July 2008 --- Contact Center Integrated Voice Response (IVR) Script Updated: To assist customers in a more efficient manner, the main IVR script used for the Contact Center was changed July 28, 2008. The change was made in response to call volume to improve the caller's experience. Three options are now available, including first time caller information, for such as those people looking for financial assistance, NIH specific inquiries, and other questions including registration and submission. This script separates general informational calls from the operational calls. http://www07.grants.gov/assets/Call-InOptions.pdf
 - --- Adobe Reader 9.0 Released and Tested Compatible for Use with Grants.gov Grants.gov established that Adobe Reader version 9.0 is compatible for use with Grants.gov application forms. The compatible versions of Adobe Reader are available to download for free on the Grants.gov website on the Download Software page

- volume between April (16,060), May (17,241) and June (20,921) of this Fiscal Year 2008. In June 2008 alone we received 20,921 calls. This is a 16.7% increase over the 17,922 calls received in June 2007.
 - --- New Applicant Resource Website Section Added: June 10, 2008, an "All About Grants" section was added to the website. The "All About Grants" section features content and information from all 26 federal grantmaking agencies, affiliated grant associations and the applicant community. This section of the website is focused on keeping the applicant up to date with grant information relevant to the applicant's needs, by providing a "tip of the month," webinars, events, tips and resources from Grantors, articles and resources, and a listing of affiliated grant associations and organizations. http://grants.gov/applicants/all about grants.jsp
- May 2008 Form-In-Form (FiF) Adobe Version Error Prevention: May 16, 2008, Grants.gov implemented error prevention protection for the use of incompatible versions of Adobe Reader software for application packages containing forms within form attachments.

- April 2008 --- System Build 2008-01 Deployed: April 12, 2008, which improved form functionality, submission notification and application package tracking.
 - --- Application Enhancements: http://www.grants.gov/assets/SystemEnhancements08-01-A.pdf

March 2008 --- Revised Transition Timeline Developed: A revised schedule for the transition to Adobe Reader forms was developed to better assist Grantor Agencies in providing the best possible service to the public. The new schedule allows for improved coordination between agencies and the Grants.gov Program Management Office (PMO) to update informational materials and further inform the applicant community of any impact the transition may have on application processes and procedures.

the use of Adobe Reader version 8.1.2. Adobe Reader 8.1.2 remains a compatible software version for use with Grants.gov. Compatible Versions of Adobe Reader: http://grants.gov/help/download_software.jsp#adobe811

created to provide members of the grant community updates via email about critical issues, new tips for users and other time sensitive updates as information is available. http://www.grants.gov/applicants/email subscription signup.jsp

December 2007 Fix Build Deployed to Production: December 15, 2007, the "Fix Build" was completed to repair form functionality issues and improve search capabilities for grant opportunities. This build corrected a few issues with the submission process. http://www.grants.gov/assets/ReleaseNotes121207.pdf



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November 2007 — Navigation Improved: The left navigation bar on the homepage of Grants.gov was enhanced to increase ease of finding content and navigating the website. The navigation update was suggested during end-user usability testing. Many respondents found that the navigation colors did not properly differentiate between upper and lower level content tiers. http://www.grants.gov/assets/Website_Updates.pdf

October 2007 ---- Adobe Reader 8.1.1 Released: October 22, 2007, Grants.gov welcomed the new Adobe Reader software which was compatible with Microsoft Vista and MAC operating systems.

http://grants.gov/help/download_software.jsp#adobe811

